

## The difficulties managing personal finances are real but with the right support a life can change

### Jackie's story

Imagine facing a crisis so overwhelming that you risk losing your home, with legal action looming and no way to manage the mounting challenges. This was Jackie's reality. After losing her job due to health issues, she found herself drowning in financial despair, unable to make ends meet despite receiving assistance from Ontario Works.

When Jackie reached out to Prosper Canada's community partner [Thunder Bay Counselling](#), she was on the brink of eviction, burdened by legal troubles and a labyrinth of unpaid bills. Together, they navigated the complexities of her legal situation and connected with vital community legal support.

Through Prosper Canada's [Benefits Wayfinder](#) tool, they uncovered unclaimed benefits, providing a glimmer of financial relief. With this essential support Jackie felt empowered to communicate effectively with her creditors, ensuring she kept her home.

The work didn't stop there. Through the tools and resources we develop for partners nationally, Jackie continues to be supported, working on developing budgeting, saving and debt reduction skills, she is securing her future for the better.